



PARTNERBYTES

PROGRAM GUIDE: ANZ

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Introduction

You are important to Malwarebytes. We recognize that relationships built with you and partners like you have been key to our rapid growth as a company. With this in mind, we have designed Partnerbytes, the new Malwarebytes partner program (referred in this Program guide to as “Partnerbytes” and the “partner program”), to make this relationship function even more smoothly. Partnerbytes provides the tools to make selling Malwarebytes products throughout the sales cycle even easier, as well as reward you for selling Malwarebytes products.

Malwarebytes depends on partners to provide our mutual customers with valuable, timely, and accurate security advice in unique and often changing and challenging environments.

Joining the partner program will help you build your business, with Malwarebytes resources designed to increase your effectiveness selling Malwarebytes products, specific targeted training to help you identify and close the most profitable sales, and benefits and rewards specifically designed to compensate your successful efforts.

Eligibility to join the program is open to all businesses that resell technology solutions to customers. It is not intended for businesses that resell to other reselling entities. This program guide (this “Program guide”) is to be read in conjunction with the partner program agreement (as defined below).

Together we have a chance to add a zero to our collective business. Join us in our vision to ensure everyone has a right to a malware-free existence.

Sincerely yours,

Marcin Kleczynski

Chief Executive Officer

Malwarebytes Corporation

Definitions

“Deal registration” is defined in the separate section entitled deal registration below.

“Channel marketing” is defined in the separate section entitled Channel Marketing below.

“Malwarebytes certified sales professional” is an individual who has attended the online training course(s) when available, as mandated by Malwarebytes for the individual to become a Malwarebytes Certified Sales Professional, and has passed all exam(s) required for a Malwarebytes Certified Sales Professional. This training should require no more than an hour investment. Training materials may be updated from time to time, and the certification will expire 90 days after notice of the new requirements, unless during these 90 days the Malwarebytes Certified Sales Professional updates his/her level of expertise to retain the certification.

“Minimum personnel requirements” means the obligations with respect to Malwarebytes Certified Professionals and Product Line Managers as outlined for silver, gold, and platinum partners in the relevant section below.

“Net sales” means gross payments received by Malwarebytes to the extent pertaining to net sales of Malwarebytes products effected by partner through a Malwarebytes Authorized Distributor, less, to the extent applicable, (a) quantity and/or normal and customary cash discounts allowed or taken; (b) credits, free goods, rebates, charge-backs, and/or adjustments by reason of rejections, returns, or retroactive price reductions; (c) allowances for freight, handling, and insurance; and (d) sales and excise taxes, value-added taxes and their equivalents.

“Partner” is a partner that has registered with Malwarebytes, has agreed to the partner program agreement and meets and continues to meet the obligations outlined below for the level in the partner program that they wish to maintain.

“Partner portal” means Malwarebytes’ channel partner portal, which is accessible to authorized resellers via Malwarebytes’ website at <www.malwarebytes.com/partner> (or such other URL as may be notified to partner by Malwarebytes from time to time).

“Partner program agreement” means Malwarebytes’ form partner program agreement which partners accept via the Portal; except that if partner and Malwarebytes have entered into a separate written reseller agreement, “partner program agreement” refers to such separate written reseller agreement.

“Product line manager” is a partner employee who is responsible for all of partner’s activities with respect to Malwarebytes products. In particular, the Product Line Manager will be responsible for ensuring communication across and within the relevant business units within partner to drive sales. Additionally, Product Line Manager will ensure that partner achieves and retains the mandated competence levels, that the appropriate product line goals and measurement programs to track progress in meeting such goals are in place, and will be the main interface in communications between Malwarebytes and partner.

“Program year” means each year commencing on June 1 and ending on May 31 of the following calendar year.

“Specialty licenses” is defined in the separate section entitled specialty licenses below.

Partner program structure

The partner program has three levels:



Silver partner



Gold partner



Platinum partner

Each membership level has its own specific set of requirements and benefits, as outlined below. Membership in a particular level in the partner program allows access to program resources and benefits specifically designed for that membership level.



Silver partner

Silver partner is the entry level membership in the partner program, and is suitable for businesses of varying levels of expertise as resellers who wish to propose Malwarebytes products and solutions to their customers.

Enrollment in this level is simple and involves:

- Registering online on the partner portal and completing the Malwarebytes partner profile on the partner portal.
- Accepting the partner program agreement via the partner portal.
- Eligibility to participate in deal registration, as described below in the deal registration section below.
- Silver partners have access to a wide range of resources found on the partner portal, and are eligible to purchase Malwarebytes products from an authorized Malwarebytes distributor for resale to end user customers, or directly through the partner portal.
- A list of authorized Malwarebytes distributors is available in the resources section of the partner portal.
- There are no revenue or sales certification requirements to become a silver partner. A silver partner may move up to a gold or platinum level partner by achieving those tier level requirements.
- Eligibility to obtain demo and internal use copies of software according to the applicable Malwarebytes policy, subject to the applicable Malwarebytes license agreement(s).



Gold partner

Partners who attain and wish to demonstrate a high level of expertise in working with Malwarebytes products should consider becoming a gold partner. This level demonstrates to customers that the gold partner has met the Malwarebytes technical and sales requirements, including those outlined below.

Requirements to become and retain the status as a gold partner include:

- Registering online on the partner portal and completing the Malwarebytes partner profile on the partner portal.
- Accepting the partner program agreement via the partner portal.
- Employ one or more individuals who have attained certification as Malwarebytes Certified Sales Professional(s).
- Collaborating with Malwarebytes on an Annual Business Plan (ABP) and attending Quarterly Business Reviews (QBRs).
- Meeting yearly revenue objectives for the gold partner level, which are currently set at \$50K of New Business sales per program year. When applying to become a gold partner, Qualifying Revenue for the last four (4) completed quarters is counted, even if revenue was generated prior to the launch of Partnerbytes.
- Appointing a dedicated Malwarebytes Product Line Manager.

gold partner benefits include:

- Eligibility to purchase Malwarebytes products from authorized Malwarebytes distributors for resale to end user customers. A list of authorized Malwarebytes distributors is available on the reseller section of the partner portal.
- Eligibility to participate in deal registration, as described in the section entitled deal registration below. Access to the small and medium business lead pool: Leads that are not acted upon by the partner shall automatically be reclaimed by Malwarebytes without notice and placed back in the lead pool. (A lead is considered “not acted upon” if Malwarebytes has not received notification of action to that lead via the partner portal or by email within three (3) business days.)
- Malwarebytes will provide an account to gold partners to access the deal registration and lead referral systems.
- Access to content on the partner portal reserved for gold partners.
- Eligibility to attain specializations, when available, as described in updates to this program guide when available.
- A listing on the Malwarebytes website as a gold partner which includes any earned specialization(s).
- Eligibility to obtain demo and internal use copies of software according to the applicable Malwarebytes policy, subject to the applicable Malwarebytes license agreement(s).
- A dedicated Malwarebytes channel manager.



Platinum partner

Platinum partners represent the highest Partnerbytes accreditation available. As such, platinum partners shall be able and commit to higher revenue objectives, have a history of supplying Malwarebytes products to their customers, and shall meet the obligations below.

Requirements to qualify for and to retain the status as a platinum partner include:

- Registering online on the partner portal and completing the Malwarebytes partner profile on the partner portal.
- Meeting yearly revenue objectives for the platinum level, currently set at \$150K of New Business sales per program year. When applying to become a platinum partner, qualifying revenue for the last four (4) completed quarters is counted, even if revenue was generated prior to the launch of Partnerbytes.
- Employing two or more individuals who have attained certifications as a Malwarebytes Certified Sales Professional.
- Have signed the Malwarebytes platinum partner agreement.
- Identifying and appointing a product line manager with responsibility for Malwarebytes products.
- Collaborating with Malwarebytes on an Annual Business Plan (ABP), and attending Quarterly Business Reviews (QBRs).

Platinum partner benefits include:

- A dedicated Malwarebytes channel manager.
- Eligibility to participate in deal registration, as described in the deal registration section below.
- Assigned territory in the small and medium business lead pool, from which leads will be automatically sent to the platinum partner. Access to the small and medium business lead pool: Leads that are not acted upon by the platinum partner shall automatically be reclaimed by Malwarebytes without notice and shall be placed back in the lead pool. (A lead is considered “not acted upon” if Malwarebytes has not received notification of action to that lead via the partner portal or by email within three (3) business days.) Malwarebytes will provide an account to platinum partners to access the deal registration and lead referral systems.
- Eligibility to apply for pre-approved strategic channel marketing funds, to be utilized for specific marketing and end-user demand activities as agreed with Malwarebytes.
- Access to content on the partner portal reserved exclusively for platinum partners.
- Eligibility to attain specializations, when available, as described in updates to this program guide when available.
- A listing including any earned specialization(s) on the Malwarebytes website as a platinum partner.
- Eligibility to obtain demo and internal use copies of software according to the applicable Malwarebytes policy, subject to the Malwarebytes license agreement(s).

Deal registration

Deal registration is available to all Malwarebytes partners.

Deal registration is an incentive designed to reward partners for generating demand for Malwarebytes products. partners are a key component in generating demand, by presenting Malwarebytes products to their customers, explaining their features and benefits, and supporting customers from first evaluation to purchase.

This section outlines the policies and procedures of deal registration. The incentive shall be governed by the terms and conditions contained herein, which supersede any terms and conditions contained in any previous versions of either this program guide or any other partner program document.

Malwarebytes reserves the right to amend any provisions of deal registration at any time by posting such changes to the partner portal. Such notices and additional terms and conditions if applicable shall be incorporated by reference herein. Any changes will be effective thirty (30) days from the date of posting of such announcement.

Eligibility

All Malwarebytes partners who are current and up to date with all the requirements for their membership level are eligible to participate in deal registration.

In the event a partner loses its status in the partner program, such partner shall have thirty (30) days from the date of the loss of status to submit any outstanding claim with respect to deal registration. After such period, all opportunities and/or claims shall be deemed expired and the partner shall no longer be eligible for the reward.

Opportunities must (i) be 100 users or greater; and (ii) meet minimum revenue threshold of \$5000 (MSRP). Specially priced opportunities are subject to review by Malwarebytes for purposes of deal registration.

Opportunities will be date/time stamped as they come in. In the event of multiple submissions of the same opportunity, the date/time stamp will be used to determine which partner submitted first. Only one partner will be approved for any given opportunity. Deal registrations will be valid for 90 days, and can be extended at the discretion of the Malwarebytes sales and channel representatives.

In order to qualify for deal registration, the partner must submit the opportunity through the partner portal using the deal registration submission form.

All Malwarebytes business and enterprise license products are eligible for deal registration, including education, government, and non-profit specialty licenses. All home and consumer products are excluded from deal registration.

Channel marketing

Once approved, channel marketing funds may be used to fund or to partially fund activities in the following marketing and market development activities:

- Advertising/media such as print and online material including newsletters, signs, inserts and banners, and non-standard catalogue placements.
- Point-of-sale materials such as brochures, flyers, data sheets, and white papers for point-of-sale activities.
- Lead-generation activities such as direct mail and email, flyers, list acquisition, demand-generation campaigns, call-out days, and telemarketing.
- Program marketing such as designated partner programs targeting select focus areas.
- Seminars/events such as end-user demand generation, customer training/awareness, Malwarebytes days and road shows.
- Tradeshows/fairs such as industry trade shows, fairs, and end-user trade shows.
- Web marketing such as banners, landing pages, micro sites, and content syndication.

Specialty licenses

From time to time, Malwarebytes may make available certain specialty licenses, consisting of additional products, licensing types, and packaging options, for re-sale by certain partners. Such specialty licenses will be identified in, and a partner's ability to resell such specialty licenses will be subject to such partner's compliance with the restrictions set forth in, this program guide or in a separate agreement entered into between you and Malwarebytes.

The following are the specialty licenses for purposes of this program guide:

- Education license
- Government license
- Non-profit license

Silver, gold, and platinum partners are authorized to resell the foregoing specialty products subject to compliance with the following restrictions:

- Silver, gold, and platinum partners are authorized to resell education licenses only to end user customers who are bona fide educational institutions. For purposes of this program guide, "educational institutions" means any (a) accredited public or private primary, secondary, vocational, or corresponding school providing full-time instruction for grades K-12; (b) accredited public or private university or college (including community, junior, scientific, technical or vocational college) that grants degrees requiring not less than the equivalent of two (2) years of full-time study; (c) district, regional and state administrative offices of public institutions meeting the requirements of (a) or (b); (d) administrative entities organized and operated exclusively for the administration of one or more private institutions meeting the requirements of (a) or (b); and (e) other state or local government entities nearly all of whose activities consist of administrative support, of a nature that advances academic learning for public institutions meeting the requirements of (a) or (b). Education licenses may be sold to educational institutions only.

- Silver, gold, and platinum partners are authorized to resell government licenses only to end user customers who are bona fide governmental entities. For purposes of this program guide, "governmental entity" means any supranational, national, state, municipal, local or foreign government, any court, tribunal, arbitrator, mediator, administrative agency, commission or other governmental official, authority or instrumentality, in each case whether domestic or foreign, any stock exchange or similar self-regulatory organization or any quasi-governmental or private body exercising any regulatory, taxing or other governmental or quasi-governmental authority. Government licenses may be sold to governmental entities only.
- Silver, gold, and platinum partners are authorized to resell non-profit licenses only to end user customers who are bona fide non-profit organizations. Non-profit licenses may be sold to non-profit organizations only.

Other considerations

Malwarebytes retains the right, by email notification or other communication posted to the partner portal, to effect and announce changes to the partner program and this program guide. Any substantive changes will be effective thirty (30) days from the date of the announcement; all other changes will take effect on the date of the announcement.

All new versions of the program guide shall supersede and replace all prior and existing versions of the program guide.

All support and resources provided by Malwarebytes are subject to availability.

Change of membership level

Partner's membership level under the partner program is determined by Malwarebytes (in its sole discretion) and maintenance of membership level is subject to partner meeting, and continuing to meet, the requirements applicable to the applicable membership level.

At any time, during the validity of membership in the partner program, partner may apply to change its membership to a higher level in the partner program. Following such request and after meeting the respective obligations for the desired level, partner may be entitled to enroll at the higher membership level subject to partner's continued compliance with the minimum requirements and obligations.

Enrollment at the higher membership level will then continue until the end of the current program year, hereupon re-enrollment will be done in accordance with the renewal process notified to partner by Malwarebytes.

Should a partner at renewal or any other time fail to meet the respective criteria of its membership level, Malwarebytes may (at its discretion) move partner to the highest level for which all criteria are met. If the criteria for the silver membership level are not met, Malwarebytes may terminate partner's participation in the partner program.

Duration of membership

Once obtained, membership for gold, silver, and platinum partners remains valid for the duration of the current program year. Malwarebytes partner program agreements will automatically renew at the start of each calendar year, but can be terminated at anytime by providing 90 days notice prior to the renewal.

Partner program

			
ANNUAL BILLINGS			
New/existing business only, excludes renew	N/A	\$50,000 (invitation only)	\$150,000 (invitation only)
CERTIFICATIONS	SILVER	GOLD	PLATINUM
Sales Certifications	1*	3	5
Technical Certifications	1*	2	3
PARTNER DISCOUNTS	SILVER	GOLD	PLATINUM
Standard discount	25%	30%	35%
Deal reg**	35%	40%	45%
Renewal	25%	30%	35%
Support	25%	30%	35%
Business plan	N/A	Yes	Yes
MDF	N/A	Yes	Yes
NFR licenses	Yes	Yes	Yes
Intro meeting reward***	Yes (\$200)	Yes (\$200)	Yes (\$200)

*Recommended only

**** Deal Registration - Terms & Conditions**

1. Applicable to New Business deals only and not renewals
2. Only applicable to opportunities that are 100 users or more and meet / minimum revenue threshold of \$5000 (MSRP)
3. Deal registration must be entered into Partnerbytes portal
4. Opportunity must be generated by partner and not through a lead provided by Malwarebytes
5. Only one deal registration to be submitted per unique opportunity
6. Deal registration will be valid for only 90 days from the date of acceptance
7. Deal registration will be reviewed and approved by Malwarebytes within 3 business days of submission
8. Deal registration program is available to all partner levels

***** Intro Meeting Incentive Program**

This Intro Meeting Incentive Program is available to all authorized partners who are in good standing in the Partnerbytes Program and are in compliance with the Malwarebytes Worldwide Reseller Agreement. The program requirements are as follows:

1. There is only one Intro Meeting Incentive Program reward per end user account.
2. The end user account must meet the following requirements:
 - i. a net new account to Malwarebytes (i.e. not an existing customer/an account where there are no active Malwarebytes licenses); and
 - ii. an end-user account with at least 250 seats.
3. The intro meeting must be arranged in the following manner:
 - i. by the partner as a face-to -face meeting (preferred) or a conference/skype call between the Malwarebytes Sales representative and the end-user representative; and
 - ii. the end user representative must be a decision maker or a key influencer (i.e. CIO/IT Manager/CISO/Risk Manager/Infrastructure Manager/ Security Executive/other C-level Executive and not with a Systems/Network Administrator or similar role).
4. The intro meeting must be submitted via Deal Registration on the Partnerbytes Portal and approved by Malwarebytes in writing.

If a partner fails to meet any of the above requirements they will forfeit their eligibility to be rewarded for the intro meeting. All intro meeting reward payouts are subject to final approval by Malwarebytes. Malwarebytes will approve eligible intro meeting rewards after the end of each fiscal quarter. Payouts will be in the form of vouchers of the same or similar value which be released in the second month following the fiscal quarter by the relevant authorized Malwarebytes Distributor. Malwarebytes shall not be responsible for covering any Fringe Benefit Tax (FBT); the authorized partner shall be responsible for such tax.

Malwarebytes reserves the right to change or modify this incentive program without providing any prior notice.